AN AUTOMATED CUSTOMER SUPPORT SYSTEM

Abstract of the Disclosure

5   An automated customer support tool. A web server receives one or more queries regarding the product from a customer. A categorizer coupled to the web server categorizes the received queries based on a type of query, to determine whether the answers to the queries can be automatically communicated to the customer. An FAQ extractor extracts one or more corresponding product FAQs

10   from respective product FAQ data bases. A key-word extractor extracts one or more key-words from the received queries and the extracted product FAQs. The key-word extractor further transforms the extracted key words to unique numerical representations. An analyzer coupled to the key-word extractor represents the transformed key-words into respective query and product FAQ vector forms. The

15   analyzer further applies a convolution algorithm to each of the query vector forms, with each of the product FAQ vector forms separately and obtains one or more appropriate answers to the queries. Then the analyzer automatically communicates the answers to the queries received from the customer.